



Nov. 10, 2011

ACCELA
Government Software

focus

Designed for all staff and departments who use Accela

ACCELA INAUGURATES “ACCELA AUTOMATOR” AWARDS FOR EXCELLENCE IN GOVERNMENT TECHNOLOGY – part 3 of 3

New awards given to web- and cloud-enabled Accela customers. Accela introduced the “Accela Automate” awards, a new honor bestowed at Accela’s annual User Conference to customers who have deployed the company’s flagship Accela Automation® enterprise software and related solutions to make government easier, faster, and more accessible. Accela revealed the names of the award’s first three recipients announced at the August 2011 User Conference: the [City of Tigard, Ore.](#); [Boulder County, Colo.](#); and the [City of El Paso, Texas](#). The awards were presented by Accela CEO and President, Maury Blackman.

This week, we feature the third recipient.

Tigard: Easier Code Enforcement for Citizens and Workers

In Tigard, a Portland suburb of 48,000, budget reductions in 2010 had led to the elimination of dedicated code enforcement positions, leaving limited resources to process complaints and perform site visits. The city therefore decided to automate the code compliance process and provide citizens with online access to file complaints. From a cloud-based Accela Automation system already in place, Tigard added the companion Accela Citizen Access™ solution, which provides a web portal enabling citizens to submit and track code compliance requests from their home, office or mobile device. In addition, the city now generates form letters to complainants and violators from the Accela Automation case information, eliminating costly, time-consuming site visits by relying on citizens to submit complaint detail and follow-up. The result has been a 75 percent reduction in staff time required to process and respond to compliance requests, and a 90 percent drop in field staff time. Tigard has made it easier for citizens to interact with their government about code compliance, and easier for its own staff to continue providing compliance services with limited resources.

Overwhelming Success Framework

Win a \$50.00 Gift Certificate to Misty’s!

This is the final week to submit your best contributing ideas to the “Overwhelming Success Framework.” Our deadline is noon November 16th. Mayor Beutler will be drawing the winning name on Thursday November 17th @ 1:30 p.m. We sincerely appreciate your suggestions in making the Accela Project an overwhelming success.

In a special internal meeting we worked with Accela consultants to develop a framework to support the success of our software conversion. Each of the five areas has a number of “bullet” ideas that expand on the main topic. What suggestions do you have under each “bullet” that would help all of us reach an “Overwhelming Success”? For instance, what characteristics of leadership would support the Constancy of Purpose? Under Creative Innovation, what empowerment suggestions do you have that will help us reach the goal for Success?

The project will be better with your ideas. Add your suggestions to at least seven bullets and we’ll enter your name in the hat for a \$50.00 gift certificate to Misty’s Restaurant. You can add your name again for each additional two bullets for which you submit ideas.

Overwhelming Success Framework

Constancy of Purpose

- Leadership
- Mayor continued expression of vision

Collaboration

- Define & express rules of engagement
- Closer Director SME interaction/presentation

Cultural Change

- Increasing involvement and participation in project across departments
- Advanced notice and education analysis
- Increase responsibility
- Increase accountability
- Motivation – participative

Creative Innovation

- Find the innovators
- Empowerment

Communication

- Newsletter (broaden the audience and participation)
- SME participation in weekly project calls to Accela

Remember, suggestions for at least seven bullets enters your name in the drawing. Another two additional ideas will enter your name again!!!

It will be great to see the framework expand with your ideas and to see someone’s name drawn for the \$50 gift certificate to Misty’s Restaurant. Send your ideas to Jim today. Thank you in advance!
jwalkenhorst@lincoln.ne.gov.

Accela Analysis Center Activities

This past week was intense. Accela analysis sessions ran in parallel all week. We are approaching the mid-point in our permit type analysis sessions. The remaining permit analysis sessions will be completed in December. Analysis configuration will run through January 2012. We are making great progress!

Next week Matt and Shauna will return to the Accela Analysis sessions to review the following permit types...now readers please take note: If you have any ideas, thoughts, concerns, questions...anything, be sure to let your key SME’s know. Your subject matter experts (Missy, Tan, Rita, Mark, GIS Jeff) are your link to change!

- Planning 11/15 – Misc Permits/Pre-existing Special Permits
11/16 – Pre-existing Special Permit Amendments/Pre-existing Use Permits
11/17 – Pre-existing Use Permit Amendments/Admin (Wireless)
- Building and Safety 11/15 – Fire Inspection/Exam
11/16 – Fire Sprinkler/Complaints
11/17 – Signs/Street Use

Question of the Week

This past week we have had some good responses to our question of the week: What is the best way to communicate changes in our business practices with our Customers?

Here are two great responses from readers with ideas that will make a difference. We would like to share them with everyone as inspiration to keep answering the “Question of the Week.”



Geri Rorabaugh responded:

I think the best way to communicate to our customers is multi-faceted. I'm finding that not all contractors/homeowners seeking services are comfortable with any one form of communication -- some prefer email, voice mail, fax, etc. I think it would be beneficial to share information to the public using all those options. In addition, a fact sheet could be developed and distributed to contractors/homeowners. Channel 5 is also a good option for sharing information -- use of an informational stream at the bottom of the screen -- just a couple of my thoughts.

Nick McElvain responded:

The best way is total understanding and buy-in of the changes by staff members. Customers really don't care about the business practices, they care about the results. If you get buy-in from staff, and they are fully informed, their performance will sell it to the customers.

We made an exception to the name drawing this week. Both Nick McElvain and Geri Rorabaugh were awarded a great Accela notebook and a fancy Accela writing pen. You make a difference!

Please print a copy of this newsletter for staff who do not have e-mail.



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